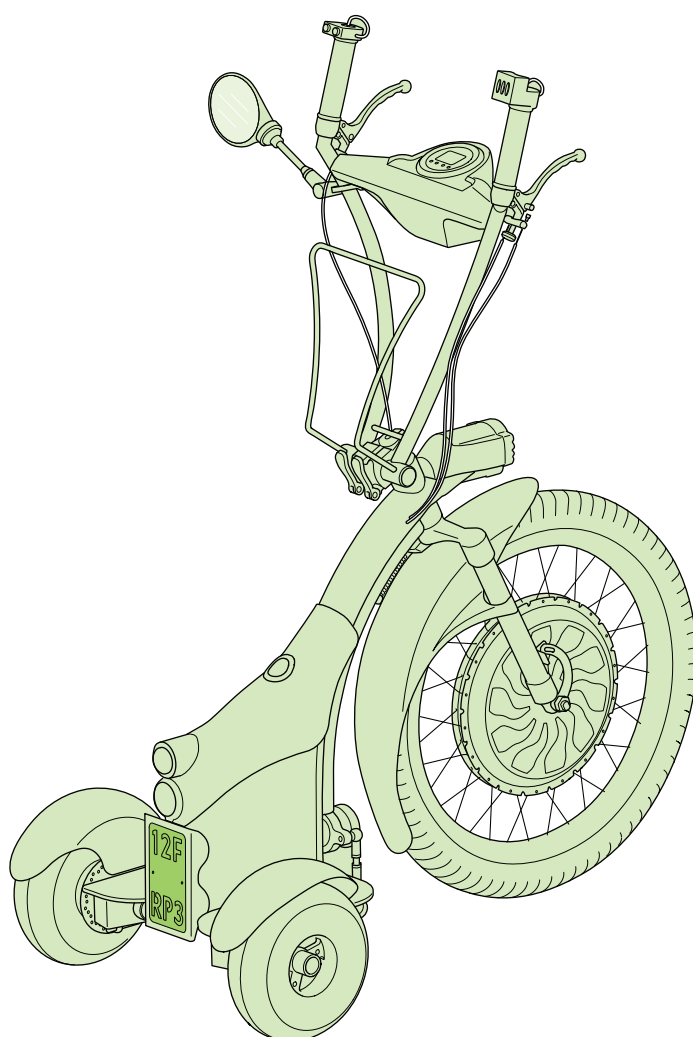


Qugo®



User Manual

Personal Urban Transporter



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1 About this manual

The manual shows the information necessary to:

- install
- operate
- perform basic maintenance
- correct small problems

The Qugo and all its versions are referred to in the manual as the 'vehicle'. This manual describes type Q3U, variants A and B of the Qugo.

This manual contains the original instructions. The original language of the manual is English.

1.1 Warranty

See www.qugo.nl

1.2 Revision history

Edition	Date	Description
1	10/2011	New

1.3 How to work with the manual

1. Familiarize yourself with the structure and content.
2. Read the safety chapter in detail and make sure you understand all the instructions. See § 2.
3. Carry out the actions completely and in the given sequence.

2 Safety

**WARNING**

Read the manual before you install or use the vehicle. Failure to do so can result in personal injury, death or property damage.

2.1 Safety instructions

2.1.1 General

- Your Qugo is a specialized motorized machine, please take the time and care to read and understand this manual and all applicable traffic laws in your country. Practice in a safe area before using it in traffic areas.
- Wear your helmet at all times!
- This Qugo is designed for a single rider only, no passengers.
- Be careful in wet/damp conditions or where there is loose dirt/gravel on the road surface.
- When braking, use both brakes to provide adequate stopping power.
- Maintain your Qugo properly according to the guidelines in this manual.
- Always do mechanical and electronics inspections of the Qugo before you get on.
- Be careful to keep body parts and clothing away from the spinning wheels.
- Be thoroughly familiar with the controls of your Qugo.

2.1.2 Safe and responsible riding

- In general, driving a vehicle involves risks. By choosing to ride a Qugo, you assume the responsibility of its maintenance, and of your competence as a rider. Awareness and adherence to the rules of safe and responsible riding are inherent aspects of riding a Qugo.
- Because the Qugo is a comfort city transporter, it is made for commuting purposes only. Be advised that its use is not intended for other purposes such as mountain riding, speed riding, downhill riding and stunt riding. The purpose of the Qugo is for quiet, easy and efficient commuting for fun.
- After any saddle adjustment, be sure to tighten the saddle adjusting mechanism properly before riding. A loose saddle clamp can cause damage to the seat post, causing you to lose control and fall. A correctly tightened saddle adjusting mechanism will allow no saddle movement in any direction. Periodically check to make sure that the saddle adjusting mechanism is properly tightened.
- Check all quick release levers of the steering column to make sure they are tight before each ride. Failure to do so could result in serious injury or death.
- The shorter the brake lever reaches, the more critical it is to have correctly adjusted brakes, so that the full braking power can be applied within available brake lever travel. When the brake lever travel is insufficient to apply full braking power, this can result in loss of control, which may result in serious injury and death.
- Many countries require specific (safety) devices. It is your responsibility to familiarize yourself with the laws of the country where you ride and to comply with all applicable laws, including properly equipping yourself and the Qugo as the law requires.
- Always switch off the power key lock or the throttle switch as soon as you get down from the Qugo.
- Never inflate a tire beyond maximum pressure marked on the tire's sidewall. Exceeding the recommended tire pressure may blow off the rim, which causes damage to the Qugo and injury to the rider and bystanders.
- Always wear shoes that will stay on your feet and will have adequate grip on the pedals. Never ride with bare feet or wearing sandals.
- Wear bright, visible clothing that is not so loose that it will catch in the moving parts of the Qugo or be snagged by objects at the side of the road, especially when riding at night.
- Think about your speed and keep your speed at a consistent level compatible with road conditions.

- Be reminded that during wet weather conditions, the brake distance will vary quite differently from dry weather conditions.
- Always follow road safety laws in your local country you are riding in, especially laws applicable to motorized vehicles. Avoid riding a Qugo in wet weather conditions and in poor visibility conditions such as night riding or in a fog as much as possible.

2.1.3 Things to avoid

- Avoid letting the battery sit for more than several days, uncharged.
- Avoid excessively loading items on the front carrier (optional), which is designed for a maximum weight of 5 kg.
- Avoid riding the bike in heavy rain, through deep puddles or loose gravel.
- Avoid sudden and hard braking.
- Avoid dropping the battery.
- Avoid short circuiting the battery.
- Avoid deep discharge of the battery.
- Avoid carrying or lifting the Qugo by the front and/or rear light unit, this will cause damage to the plastic structure.
- Avoid excessively loading the motor on steep hills, climbs or during maximum acceleration as this will reduce the life span of motor and battery.

2.1.4 Battery use, care and maintenance

For the proper use, maintenance and storage of this battery, it is highly important that you read and understand all the instructions described in this manual. Disregarding this advice will void warranty. Your Qugo is equipped with a state-of-the-art lithium battery pack and contains sophisticated battery management components and circuitry. Never open the battery box, doing so will void all warranties. Call your distributor with any questions or concerns.

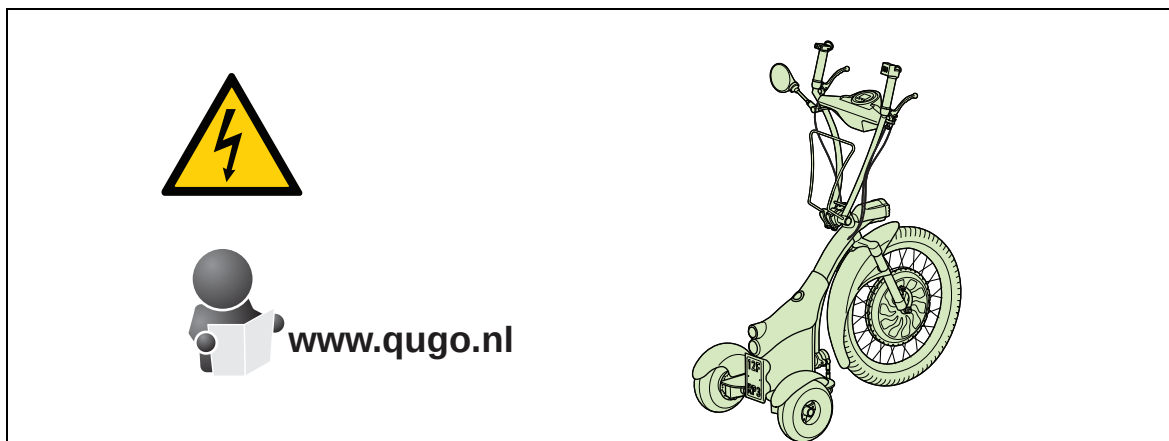
2.1.5 Warnings (battery related)

- Never charge the battery in wet or damp conditions. Short circuitry could occur resulting in irreversible damage to electronic components. Fire and electrocution may also pose a serious safety hazard that might result in injury or death.
- Never allow children to play with the vehicle, battery or charger unit. Charging should only be performed by adults.
- Keep the battery away from excessive heat and/or open flames. Avoid long term exposure to direct rays from the sun.
- The electronic controls are installed with overload protections. When the power gets cut off in an overload situation, you have to turn the power off with the key and start again. The second level overload protection is the 25 A fuse installed at the battery box. If restarting fails, check the fuse. Have the vehicle inspected and the fuse replaced by your distributor if it is blown.
- Low voltage protection. To prevent the battery from deep discharge that will irreversibly damage the battery, the power will cut off when it reaches a certain low voltage protection. When you see that the battery level indicator only indicates 1 block, it is necessary to charge your battery again. When the minimum battery level is reached, the electric motor will not function smoothly.

2.2 CE certification

The vehicle is CE certified and approved according to European regulations (2002/24/EC). It means that the vehicle complies with the essential requirements concerning safety. The directives that have been taken into consideration in the design are available on www.qugo.nl

2.3 Safety symbols on the vehicle



Refer to the manual before use



High Voltage

2.4 Safety symbols in the manual

**WARNING**

Can cause personal injury.

**Note**

Shows further information.

**CAUTION**

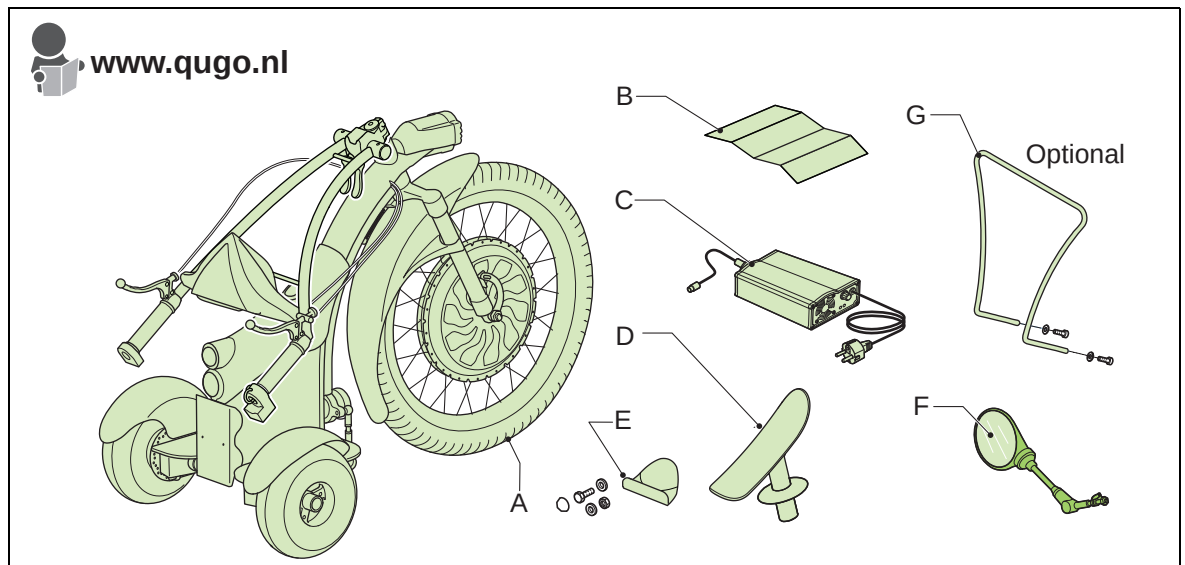
Can cause damage to the vehicle.

2.5 Disposal of the vehicle

1. Sort the vehicle, the accessories and the packaging for environmentally friendly recycling.
2. Do not dispose of the vehicle into domestic waste. Dispose of the vehicle according to local regulations.

3 Installation

3.1 Content



- A:** Qugo
B: Quick reference guide
C: Battery charger
D: Saddle

- E:** Number plate holder
F: Mirror (left or right)
G: Luggage holder (optional)

3.2 Make the vehicle ready for use

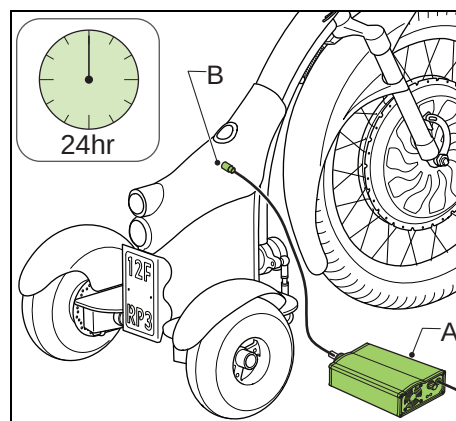


CAUTION

Avoid hard and sudden braking when the brake system / pads are new (first 25 km). Failing to do so will result in reduced braking power, reduced brake pad life, or braking noise (squeal).

3.2.1 Charge the battery for the first time

1. Connect the battery charger (A) to charging point (B). See § 3.3.
2. Charge the battery for 24 hours.



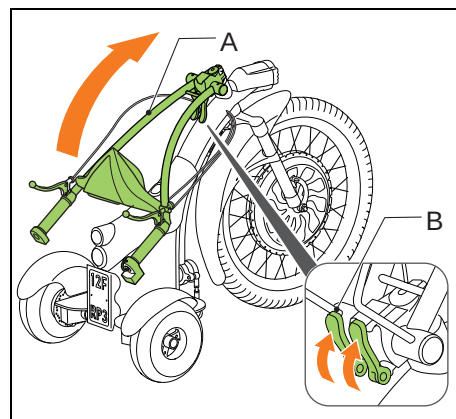
3.2.2 Installation of the handle bar

1. Lift up the handle bar (A).
2. Tighten the levers (B) of the handle bar.



WARNING

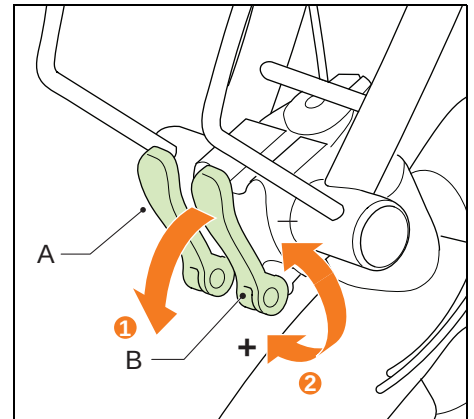
Make sure the levers are fixed tight on to the vehicle. If necessary, adjust the handle bar fixation.



3. Tip over lever (A) and lever (B) downwards.
4. Turn the lever clockwise (tighter) or counterclockwise (less tight) to adjust the lever.
5. Move back up lever (A) and lever (B)
6. Start with step 3 if the lever (A) or (B) can not move completely to the handle bar or when the handle bar is not firmly tightened.

**CAUTION**

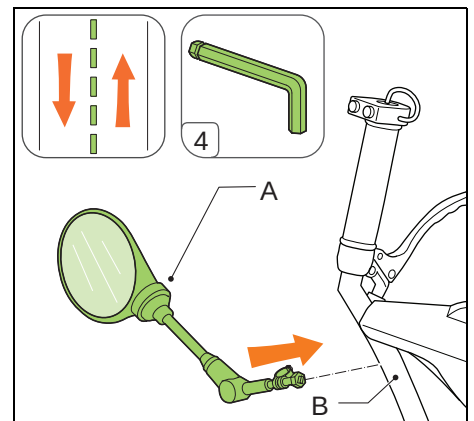
Make sure that the two threaded rods do not stick out of the threaded bushes, nor sit too deep inside them.

**3.2.3****Installation of the mirror, right hand rule of traffic.**

1. Place the mirror (A) with a clamp ring on the left hand side of the handle bar (B) and fasten it with a bolt.

**Note**

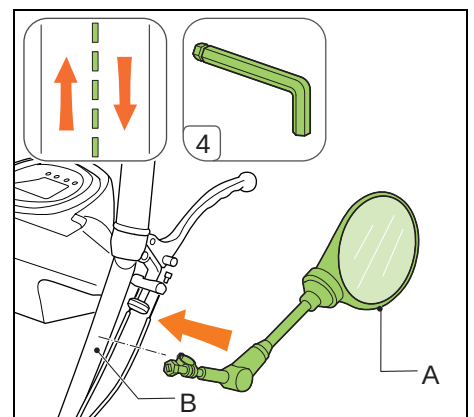
For right hand rule of traffic only.

**3.2.4****Installation of the mirror, left hand rule of traffic**

1. Place the mirror (A) with a clamp ring on the right hand side of the handle bar (B) and fasten it with a bolt.

**Note**

For left hand rule of traffic only.



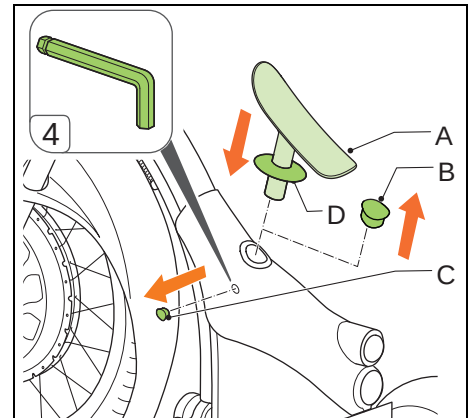
3.2.5 Place the saddle

1. Remove the cap (B).
2. Place the saddle (A).
3. Remove the cap (C).
4. Tighten the saddle adjustment with an allen key.
5. Place back the cap (C).
6. Slide down the sealing flap (D) until it is in full contact with the battery top cover.



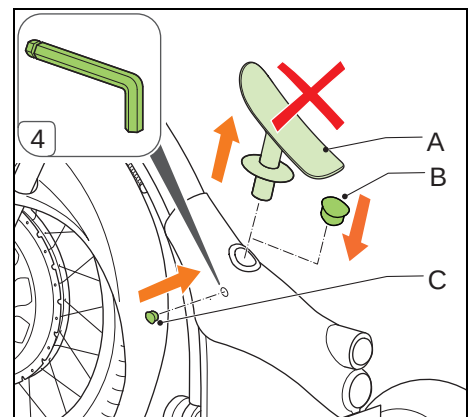
WARNING

Make sure the saddle is fixed firmly on to the vehicle.



3.2.6 Remove the saddle

1. Remove the cap (C).
2. Loosen the saddle adjustment with an allen key.
3. Remove the saddle (A).
4. Place the cap (B).
5. Place back the cap (C).



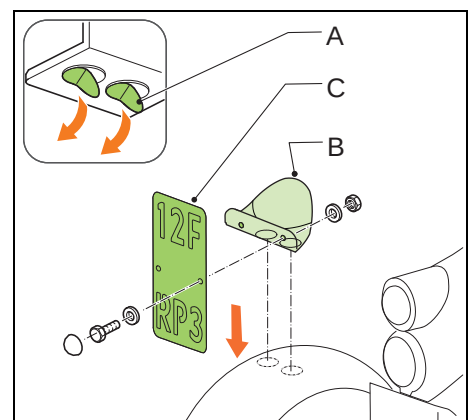
3.2.7 Place the number plate on the fender of the vehicle

1. Clean the spot where you want to place the number plate holder, with alcohol.
2. Remove the holder, with protection foil (A) from the double sided tape.
3. Fix the number plate holder (B) onto the left hand side fender using the positioning tool.
4. Fix the number plate (C) with the bolts onto the number plate holder.



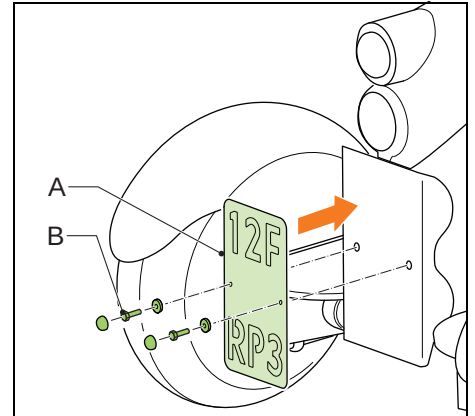
WARNING

Make sure the number plate is positioned perpendicular to the ground when the vehicle stands up straight.



3.2.8 Place the number plate on the frame of the vehicle (optional)

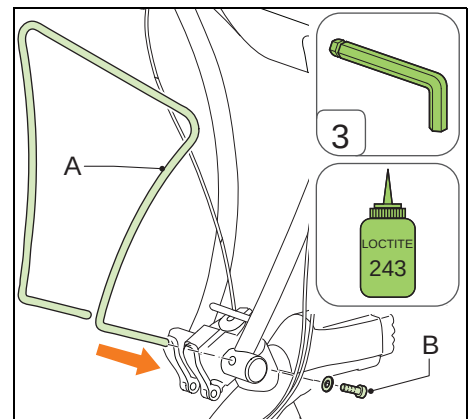
1. Mount the number plate (A) at the back of the vehicle with bolts (B).

**3.2.9 Place the luggage holder (optional)**

1. Mount the luggage holder (A) onto the handle bar with the bolts (B).

**WARNING**

Maximum load weight is 5 Kg.

**3.2.10 Tyre pressure**

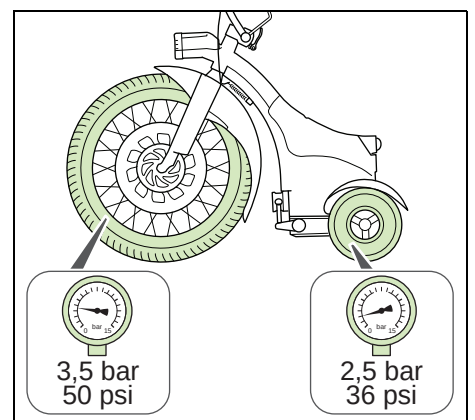
1. Make sure the tyre pressure of the tyres is correct.

**CAUTION**

Check the pressure of the front and rear tyres on a regular basis. Too low tyre pressure results in severe loss of performance.

**CAUTION**

Do not exceed the tyre pressure specified in the drawing.



3.2.11 Cruise control

1. To activate the cruise control, see § 4.7

3.2.12 Change from Km/h to Mph

1. To switch from Km/h to Mph push the cruise control button for 10 seconds, see § 4.8

3.2.13 Dispose of the packaging material

1. Dispose of the packaging material in an environmentally friendly way, according to local regulations.

3.3 Charge the battery

3.3.1 Safety



WARNING

- Do not drop the battery.
- Do not short circuit the battery.
- Charge the battery in a dry and open, well ventilated area.
- Do not expose the battery to heat or direct sunlight.
- The battery should only be charged at an ambient temperature between 0 and +40°C.
- The battery should only be discharged at an ambient temperature between -5 and +40°C.
- The battery should only be stored at an ambient temperature between 0 and +40°C.
- Avoid the battery to come into contact with water.
- Battery charging must be performed by adults.
- Make sure that the vehicle is on parking brake.

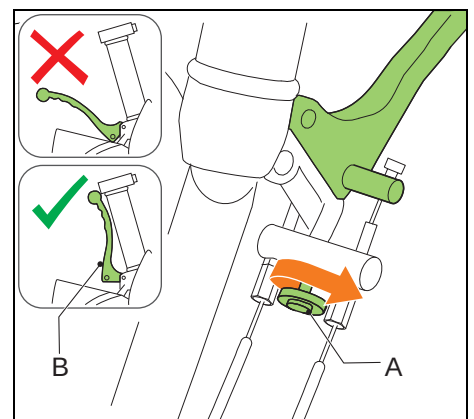
3.3.2 To charge the battery



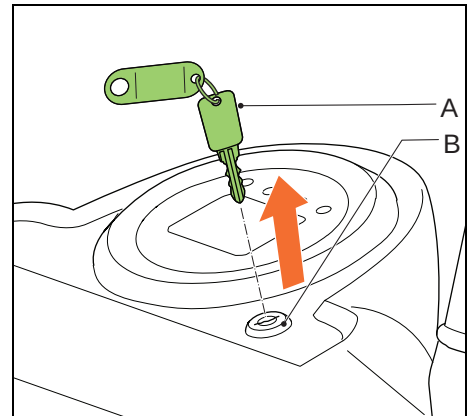
Note

- Keep your battery charged when it is in frequent use.
- Keep your battery charged at 60% when the vehicle is stored (e.g. during winter season).
- Run your battery to complete discharge at least once a month to keep the battery in good shape.

1. Turn the parking brake control wheel (A) clockwise.
2. Make sure the brake lever (B) remains in operation firmly.



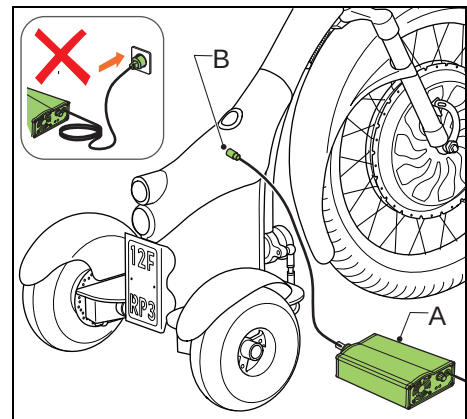
3. Remove the key (A) from the contact (B).



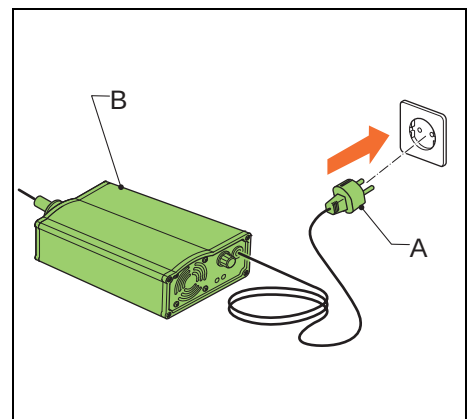
4. Connect the battery charger plug (A) to the charging connector (B) of the vehicle.

**CAUTION**

Connect the battery charger to the vehicle first, before activating the charger.



5. Connect the battery charger (B) to the wall socket (A). The left indicator lights up in red. The right indicator lights up red when it is in charging mode and the fan starts to blow.



6. Indicator (A) lights up when the battery charger is connected. The charging automatically stops when the battery is full.
- Indicator (B) lights up green when the battery is fully charged.
- Indicator (B) lights up red when the charging is in operation.

**Note**

At the end of the charging operation, the right indicator may change from red to green and vice versa repeatedly. This is normal. Do not interrupt this process.

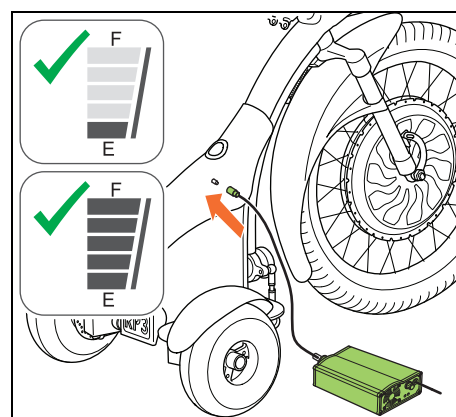
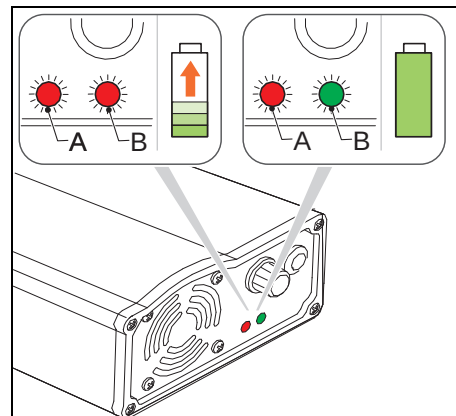
**Note**

Indicator (B) lights up green if the battery is full, if the charger is not connected or connected badly, or in case of a charging malfunction

7. Check on the display if the battery is fully charged
8. Disconnect the battery charger from the wall socket.
9. Disconnect the battery charger from the vehicle.

**Note**

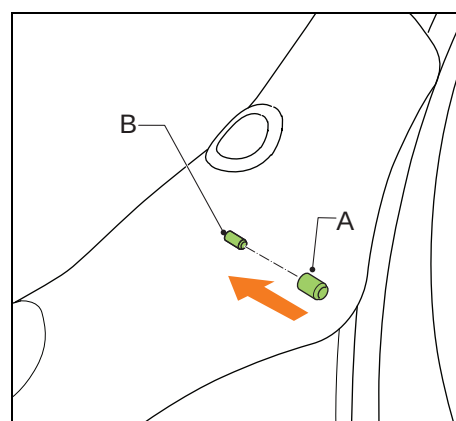
- Keep your battery charged when it is in frequent use.
- Keep your battery charged at 60% when the vehicle is stored (e.g. during winter season).



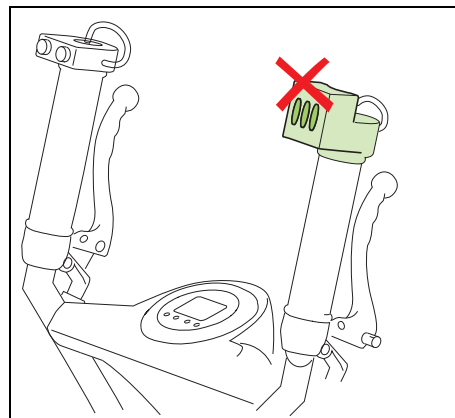
10. Place back the cap (A) on to the charging connector (B) of the vehicle.

**CAUTION**

Without cap, the charging connector is exposed to rain and weather influences which may cause malfunctions.



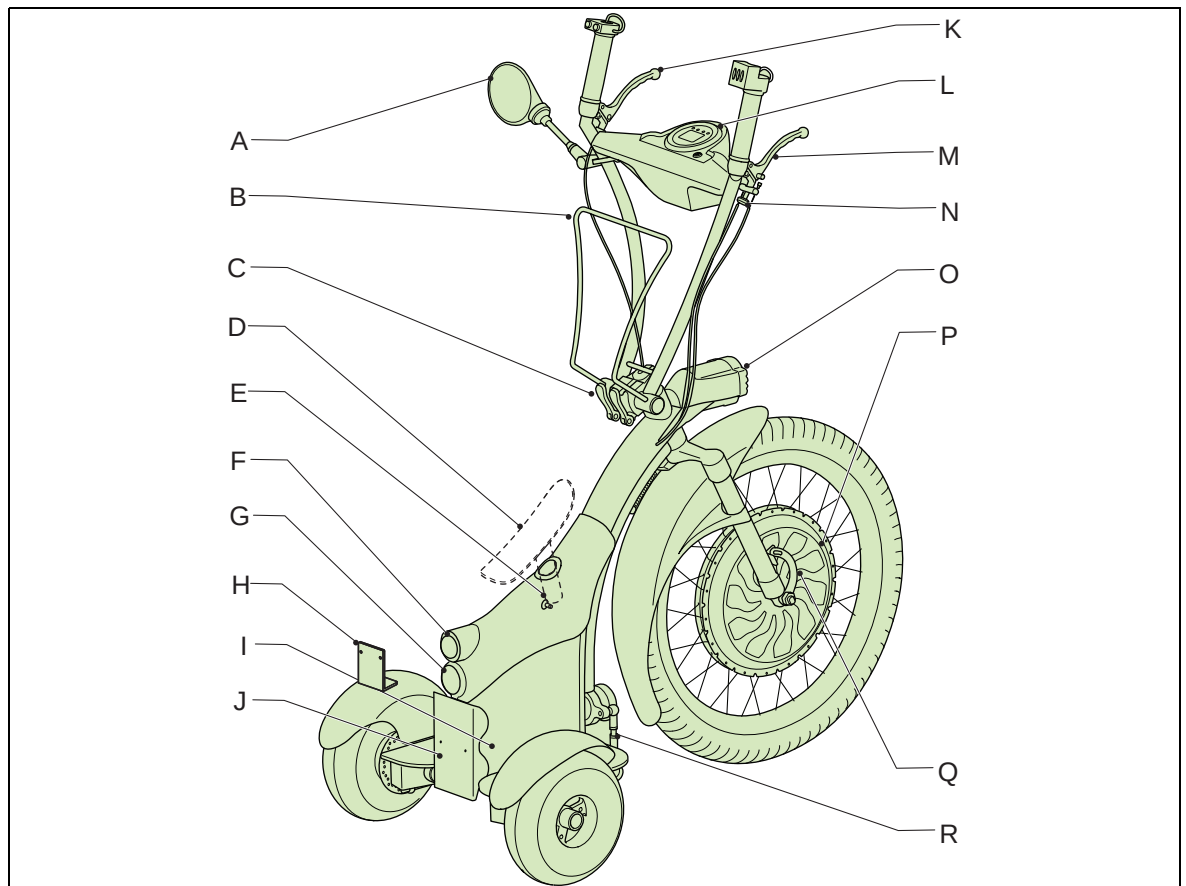
11. If you have a secondary battery indicator on the right throttle controller: disregard this indication.



4 Operator manual

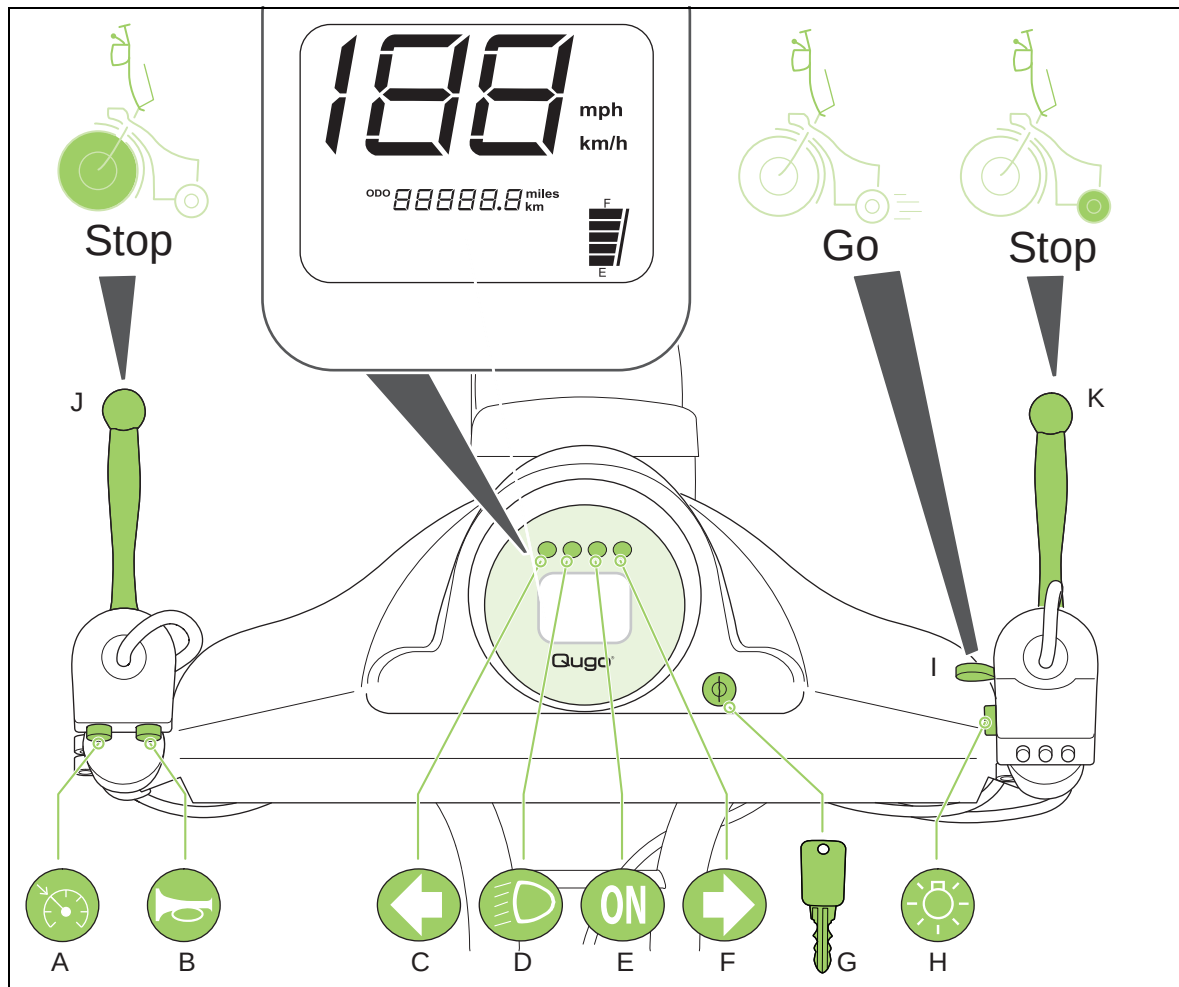
4.1 Description

4.1.1 Overview of the vehicle



- | | |
|-------------------------------------|---|
| A: Mirror (left or right) | J: Number plate holder (option) |
| B: Luggage holder (optional) | K: Front brake handle |
| C: Handle bar levers | L: Dashboard |
| D: Saddle | M: Rear brake handle |
| E: Charge point | N: Parking brake |
| F: Rear /brake light | O: Dipped beam/ front position light |
| G: Reflector | P: Motor |
| H: Number plate holder | Q: Torque reaction arm |
| I: Battery compartment | R: Rotational coupling device |

4.1.2 Overview of the dashboard.



- A:** Km/h to Mph or cruise control (optional)
- B:** Horn
- C:** Left indicator (not connected)
- D:** Light indicator
- E:** ON indicator
- F:** Right indicator (not connected)

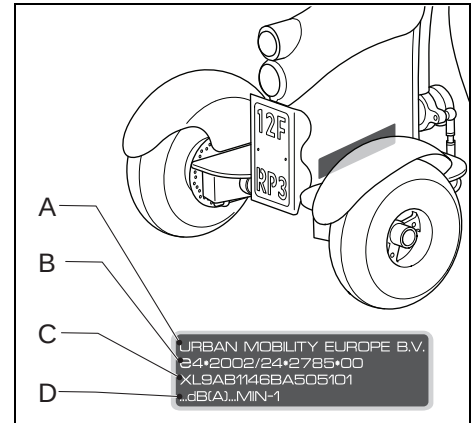
- G:** Ignition switch
- H:** Light switch
- I:** Throttle control
- J:** Front brake
- K:** Rear brake

4.1.3 Manufacturer's plate

- A - Company name
- B - CE Marking
- C - VIN (Vehicle Identification Number)
- D - Stationary sound level

**Note**

The chassis number is engraved in the bottom of the vehicle



4.2 Driving the vehicle

4.2.1 Safety

**WARNING**

- Do not ride through deep puddles.
- Do not ride on steep hills.
- Do not lift the vehicle at the front end.

4.2.2 Checks before use.

**Note**

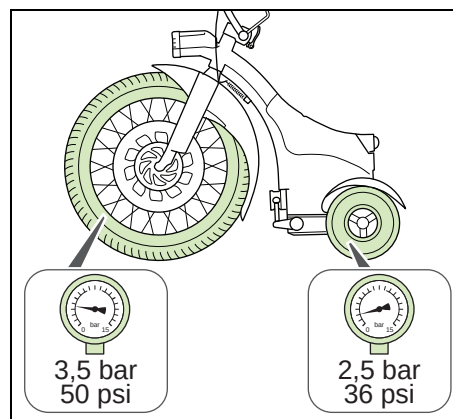
Make sure that the saddle adjusting mechanism is tightened.

4.3 Mounting the vehicle

1. Make sure the tyre pressure is ok.

**CAUTION**

Check the tyre pressure of the front and rear tyres on a regular basis. Too low tyre pressure results in a severe loss of performance



2. Turn the parking brake control knob (A) counterclockwise until it is completely released.
3. Make sure that the front and rear brakes (B) are released.

**Note**

If a brake is applied, the motor will not work.

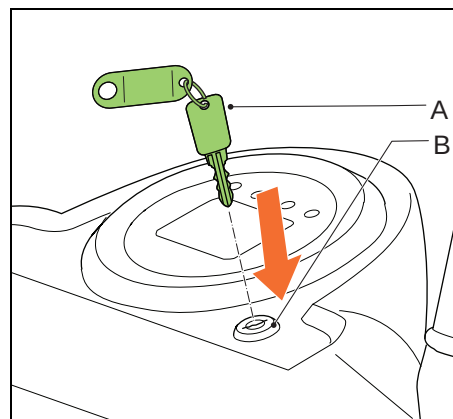
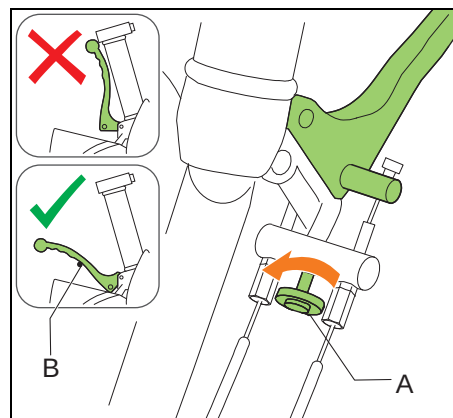
**WARNING**

Perform a full mechanical and electrical check on the vehicle. Do not drive the vehicle if any parts are missing or loose.

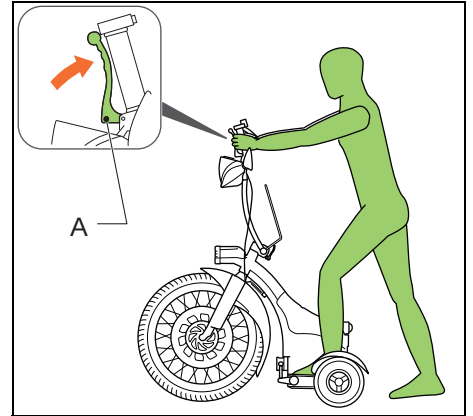
**WARNING**

Check if the throttle control lever rotates freely and without obstructions. A sticking throttle may cause unintended acceleration. This may lead to serious accidents.

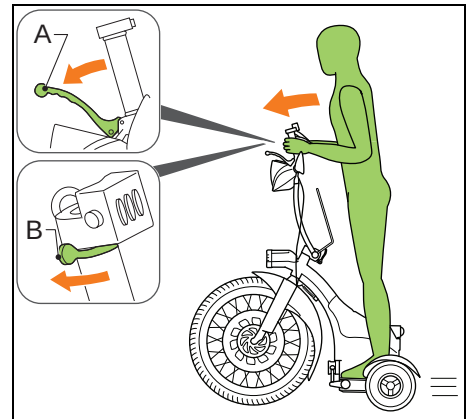
4. Put the key (A) into the ignition switch (B).



5. Pull both brake handles (A) and step up the vehicle.



6. Release the brakes (A).
7. Lean slightly forward.
8. Push the lever (B) forward to accelerate.



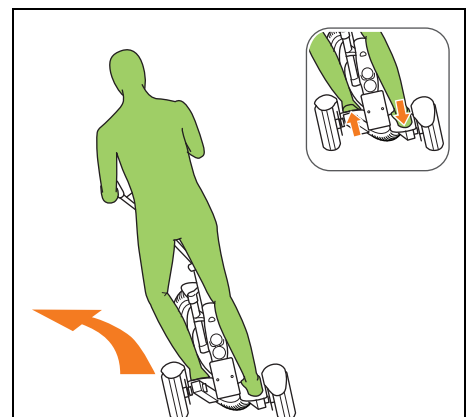
4.4 Cornering

4.4.1 Left corner

1. Push your right heel down to make a left corner.

**Note**

Stretch the right leg, ease the inner foot and bend left knee.

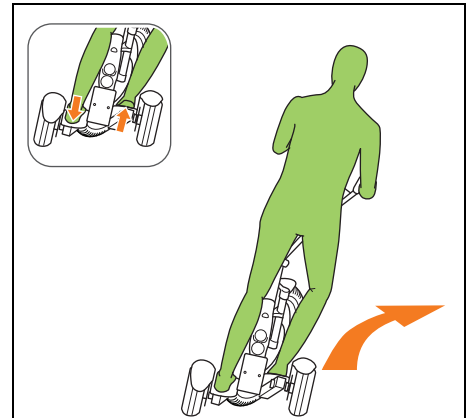


4.4.2 Right corner

1. Push your left heel down to make a right corner.

**Note**

Stretch the left leg, ease the inner foot and bend right knee.

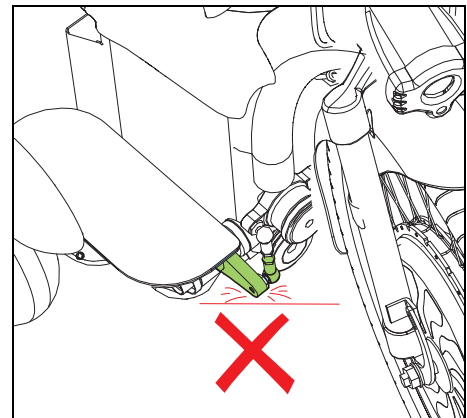


4.4.3 Sharp corners

1. Make sure that the lowest point of the vehicle does not touch the road when you make a sharp corner.

**WARNING**

Avoid driving over obstacles. They may hit the lowest part of the vehicle. If you hit an obstacle, serious accidents may occur.

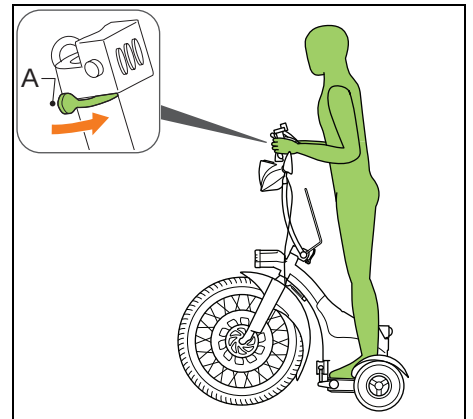


4.5 To brake with the vehicle

**CAUTION**

Avoid hard and sudden braking when the brake system / pads are new (first 25 km). Failing to do so will result in reduced braking power, reduced brake pad life, or braking noise (squeal).

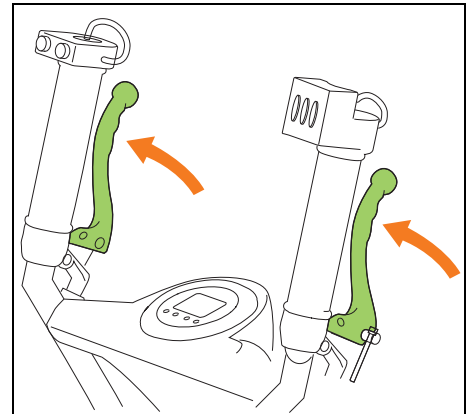
1. Release the throttle control (A).



2. Control the brakes with care.
3. Always brake with both brakes.

**CAUTION**

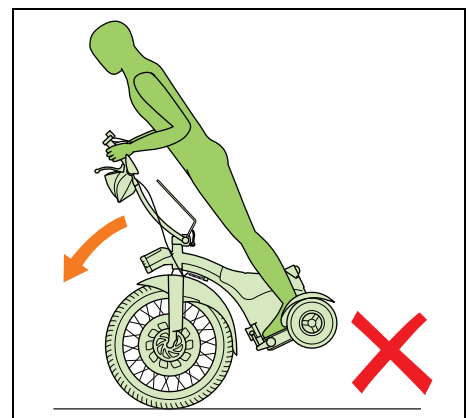
Use both brakes for adequate stopping power.



4. Make sure that you do not apply the brakes too firmly otherwise the vehicle may tip over.

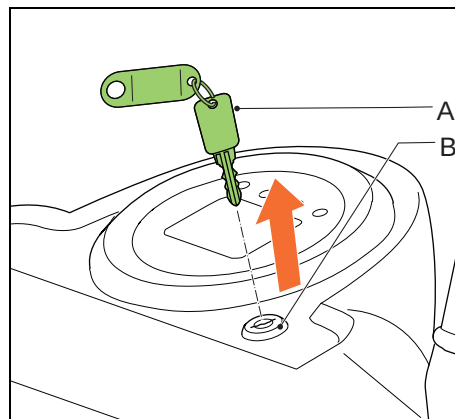
**WARNING**

Avoid hard and sudden braking manoeuvres.

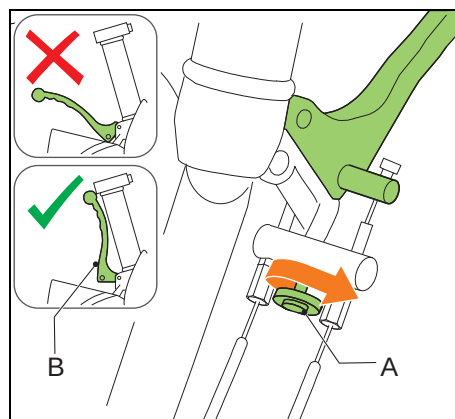


4.6 To park the vehicle

1. Remove the key (A) from the ignition switch (B).



2. Apply the parking brake (A) by turning the control knob clockwise.
3. Make sure the parking brake (B) is applied firmly enough to prevent the vehicle from moving unintentionally.

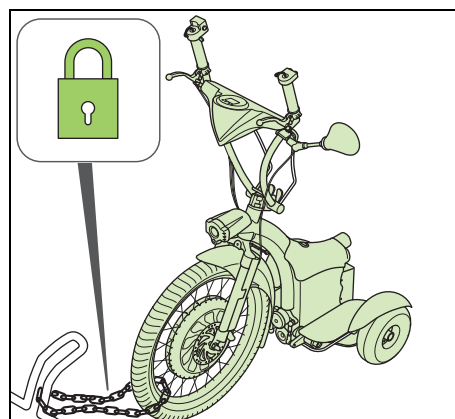


4. Lock the vehicle to a fixed point with a chainlock.

**Note**

Make sure that the chainlock cannot damage the vehicle.

5. If possible, charge the battery when the vehicle is in park position. See § 3.3



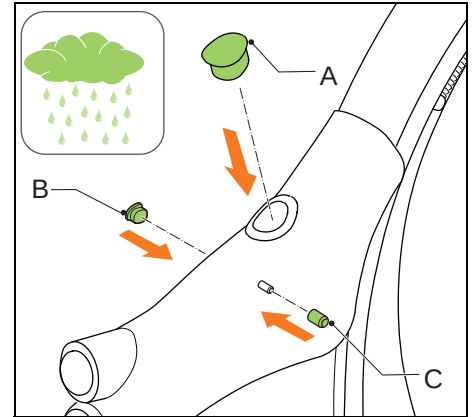
6. Place the caps (A), (B) and (C).

**Note**

The caps prevent the water to enter the frame.

**CAUTION**

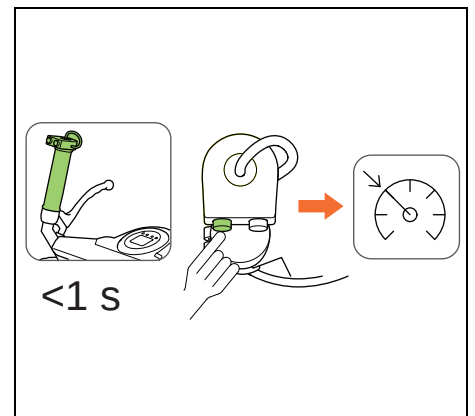
Water causes serious damage to the electrical system of the vehicle.



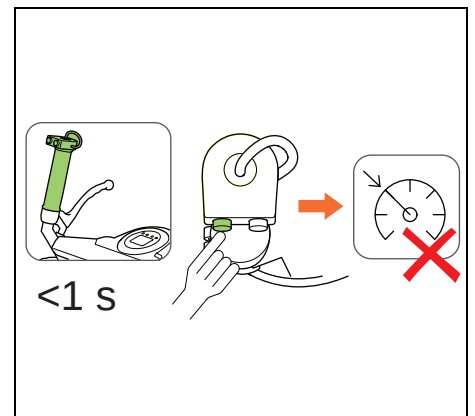
4.7 Cruise control

4.7.1 To use the cruise control (option)

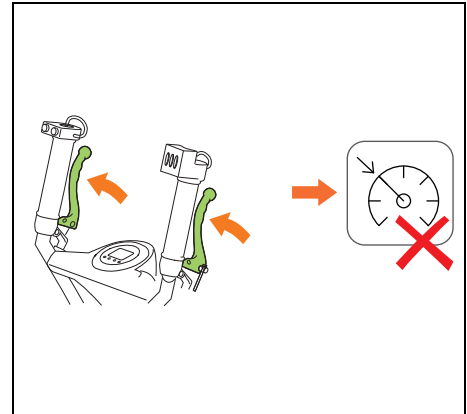
1. Push the cruise control button briefly to activate the cruise control.



2. Push the cruise control button briefly again to de-activate the cruise control.

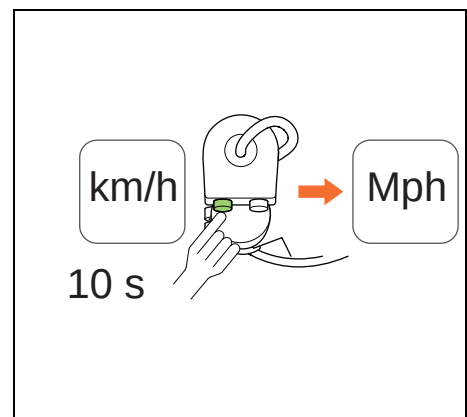


3. Activate one or both brakes to deactivate the cruise control.



4.8 Change speedometer scale from Km/h to Mph

1. Keep the cruise control button pushed in for 10 seconds to switch from Kilometers to Miles per hour and vice versa.



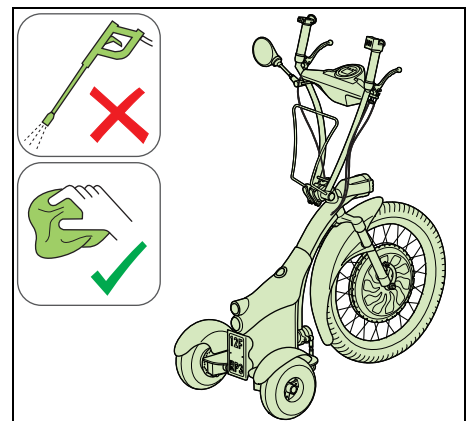
5 Maintenance

5.1 Cleaning

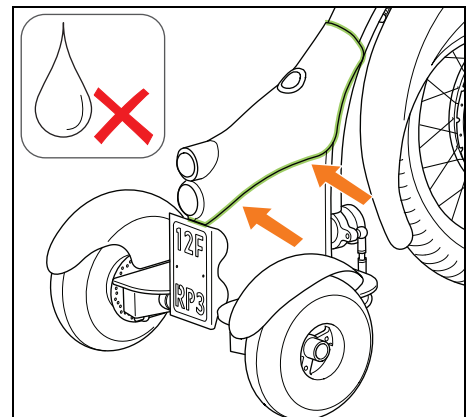
**CAUTION**

- Avoid that water comes into contact with the electrical system through openings in the frame. Water causes serious damage to the electrical system of the vehicle.

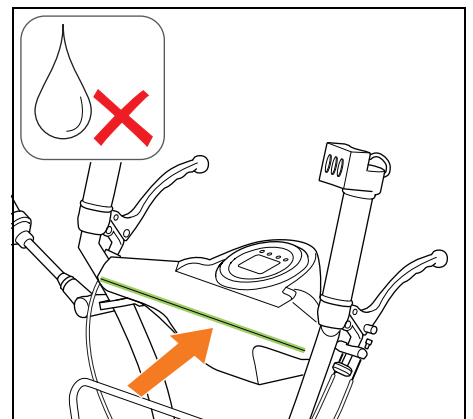
1. Clean the vehicle with a sponge and lukewarm water.



2. Avoid water ingress in the battery compartment.



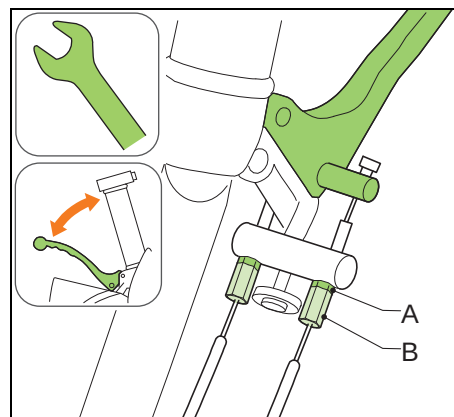
3. Avoid water to ingress in the dashboard housing.



5.2 Maintenance

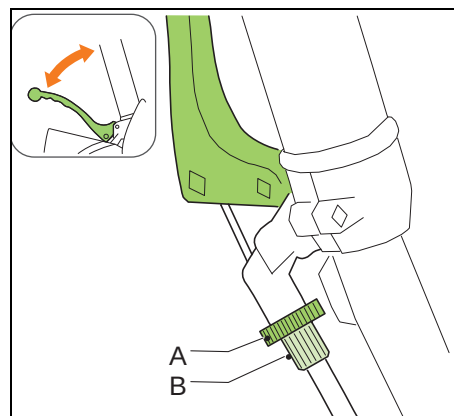
5.2.1 Adjusting the rear brakes

1. Loosen the locknut (A).
2. Turn the nut (B) tighter or less tight to adjust the brake.
3. Fasten the locknut (A).



5.2.2 Adjusting the front brake

1. Loosen the locknut (A).
2. Turn the knob (B) tighter to adjust the brake.
3. Fasten the locknut (A).



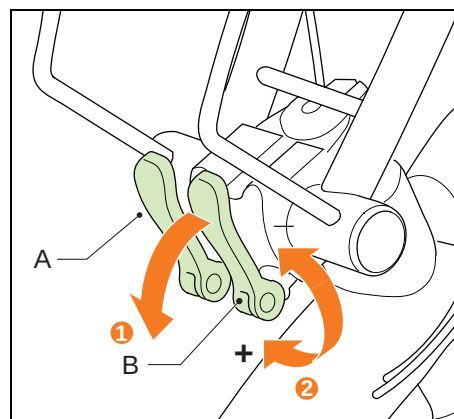
5.2.3 Adjust the handle bar levers

1. Tip over lever (A) and lever (B).
2. Turn the lever clockwise (tighter) or counterclockwise (less tight) to adjust the lever.
3. Move back lever (A) and lever (B)
4. Start with step 1 if the lever (A) or (B) can not move completely to the handle bar or when the handle bar is not firmly tightened.



CAUTION

Make sure that the two threaded rods do not stick out of the threaded lever bushes, nor sit too deep inside them.



6 Troubleshooting

6.1 General troubleshooting procedure

1. Try to solve the problem with the information in this manual.
See § 6.3.
2. If it is not possible to solve the problem with the information in this manual, contact service. See § 6.2.

6.2 Contact service

1. Contact your dealer or distributor. To locate the nearest service point, check the website www.qugo.nl

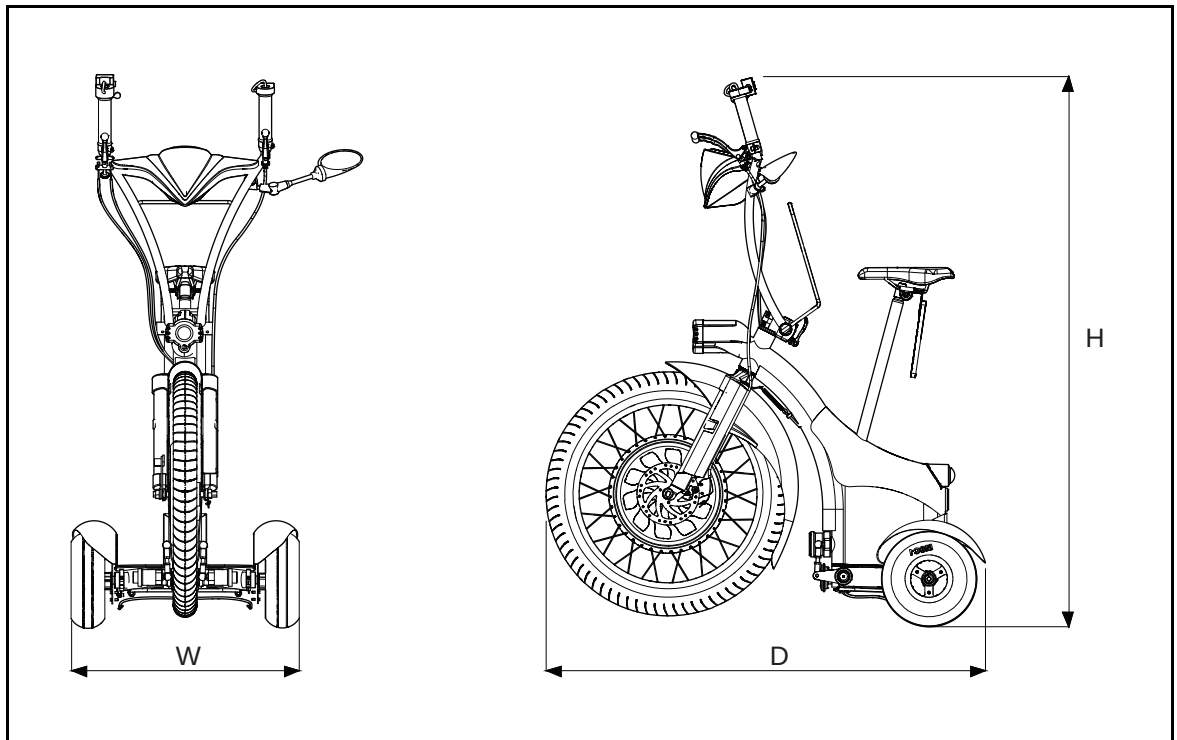
6.3 Troubleshooting guide

Problem	Possible cause	Possible solution
Vehicle does not react to throttle.	Battery low.	Charge battery. See § 3.3.
	Brakes are applied (brake light ON).	Release brakes and check if parking brake is fully released. See § 4.2.
Vehicle does not drive smoothly.	Battery low.	Charge battery. See § 3.3.
	Wheel controller overheated.	Let the vehicle cool down for minimum 20 minutes.
	Tyre pressure wrong.	Check tyre pressure. See § 3.2.10.
Brake does not function properly.	Disk dirty/greasy.	Refer to your dealer.
	Brake pads worn.	Refer to your dealer.
	Brake adjustment wrong.	Re-adjust brake calipers and handles. See § 5.2.
Brakes make noise.	Brake adjustment wrong.	Re-adjust brake calipers and handles. See § 5.2.
	Brake pads worn.	Refer to your dealer.
	Brake pads have not been worn-in gradually.	Replace brake pads (refer to your dealer) and carefully brake-in the vehicle.
Handle bar too loose.	Adjustment of fixation too loose.	Re-adjust levers clockwise (tighter). See § 3.2.2. Check for proper engagement of threaded rod. Use screwdriver for finetuning of the threaded rod.
		Refer to your dealer.
	Nylon bushes deformed.	Refer to your dealer.
Handle bar levers cannot be adjusted properly.	Thread of rod(s) worn out.	Refer to your dealer.
	Nylon bushes deformed.	Refer to your dealer.

Problem	Possible cause	Possible solution
Play on the vehicle suspension.	Ball head of handle bar has play.	Refer to your dealer.
	Play on ball-cup joints (on subframe and rotational coupling device)	Refer to your dealer.
		Refer to your dealer.
	Play on ball head bearings of subframes.	Refer to your dealer.
		Refer to your dealer.
	Play on rotational coupling device.	Refer to your dealer.
Vehicle makes noise when tilting.	Stabilizer rod jams in eye-bolts.	Refer to your dealer.
		Refer to your dealer.
	Ball head bearings of subframes make noise.	Refer to your dealer.
		Refer to your dealer.
		Refer to your dealer.
	Rotational coupling device bearing dirty.	Refer to your dealer.

7 Technical data

7.1 General specifications



Parameter	Specification
Net mass [kg]	33
Maximum load [kg]	120
Maximum vehicle weight [kg]	153
Dimensions (operational), H x D x W [cm]	137.5 x 113.4 x 58.8
Dimensions (folded), H x D x W [cm]	78.5 x 113.4 x 58.8
Tyre dimensions, front [inch x inch]	24 x 2.35
Tyre dimensions, rear [inch x inch]	3.00 x 4
Battery	48 V, 10 Ah, LiFePo
Motor	48 V brushless DC
Full charge cycle 2A/3A charger [h]	5/3.3
Operating temperature [°C]	-5 to +40

